

## Community impact assessments – for services, policies and projects

### What is a community impact assessment?

A community impact assessment is an important part of our commitment to delivering better services for our communities. The form will help us find out what impact or consequences our functions, policies, procedures and projects have on our communities, as well as employees and potential employees.

By undertaking an impact assessment, we are able to:

- Take into account the needs, experiences and circumstances of those groups of people who use (or don't / can't use) our services.
- Identify any inequalities people may experience.
- Think about the other ways in which we can deliver our services which will not lead to inequalities.
- Develop better policy-making, procedures and services.

### Background

<b>Name of service / policy / project and date</b>	<b>Ground Maintenance Services within the Housing Revenue Account September 2018</b>
<b>Lead officer</b>	<b>Adam Reynolds, Green Space Manager Martin Stacy, Lead Commissioner – Housing Services</b>
<b>Other people involved in completing this form</b>	<b>Emma Wall, Head of Building Services CBH</b>

## Step 1 - About the service / policy / project

<p><b>What is the aim of the service / policy / project and what outcomes is it contributing to</b></p>	<p>Grounds Maintenance Services provide a range of horticultural services on Housing Revenue Account land to maintain and improve the environment of estates, playing a key role in supporting positive outcomes for communities. This service is delivered by UBICO and managed by CBH.</p> <p>Good ground maintenance provides more than just visual appeal and maintenance of the asset. It enables wellbeing, provides safe and well kept areas for play and relaxation and has an impact on the pride felt by the community and how customers and CBC tenants and leaseholders respect the environment in which they live in.</p> <p>The contract is subject to a deed of variation, programmed to commence April 2019. The variation sets out improvement to the existing standard and to the monitoring arrangements for the contract.</p>
<p><b>Who are the primary customers of the service / policy / project and how do they / will they benefit</b></p>	<p>Primary customers of the service are CBC tenants and leaseholders living on estates and in blocks of flats. They benefit from the maintenance and upkeep of grounds including:</p> <ul style="list-style-type: none"> <li>• grass cutting and management</li> <li>• shrub and hedge maintenance</li> <li>• rose bed maintenance</li> <li>• weed control on soft and hard landscaped areas</li> <li>• litter picking of all grassed areas prior to grass cutting</li> <li>• minor work tree management</li> <li>• general horticultural duties</li> </ul>
<p><b>How and where is the service / policy / project implemented</b></p>	<p>The service operates from The Depot and is delivered across the Borough to Housing Revenue Account land by UBICO. It is managed by CBH on behalf of CBC through regular contract meetings.</p>
<p><b>What potential barriers might already exist to achieving these outcomes</b></p>	<p>Consultation has been undertaken with CBC tenants and leaseholders and stakeholders during an external review of the ground maintenance service in 2015. No barriers were identified through this process. Any arising barriers are mitigated through Strategic and Monthly Ground Maintenance meetings and the resolution of day to day issues. This aims to ensure we continue to achieve our goals and ambitions for sustainable improvement in services and that we maintain a safe environment for the public and our employees.</p>

## Step 2 – What do you know already about your existing / potential customers

<p><b>What existing information and data</b></p>	<p>Data for CBC tenants and leaseholders is held on CBH's Housing Management System. This data provides the</p>
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<p><b>do you have about your existing / potential customers e.g. Statistics, customer feedback, performance information</b></p>	<p>information required to deliver an effective ground maintenance service for customers. Supporting data (mapping) is held on GIS (electronic geographic information mapping system). CBC tenants and leaseholder satisfaction with the ground maintenance service was 69% in Summer 2017. Prior to this recent survey, the views of CBC tenants were also taken into account when an external review of the grounds maintenance service was conducted by external consultants HouseMark Limited in July 2015. This review identified a number of areas where improvements could be made in relation to maintenance of grassed areas, shrubs, hedges and weed control, as well as to the monitoring of arrangements between CBH and UBICO.</p>
<p><b>What does it tell you about who uses your service / policy and those that don't?</b></p>	<p>CBC tenants and leaseholders access areas where services are delivered for wellbeing, play and relaxation. All areas are designed to be accessible for all customers (where possible).</p>
<p><b>What have you learnt about real barriers to your service from any consultation with customers and any stakeholder groups?</b></p>	<p>Views from four groups of stakeholders were captured by Housemark in 2015. The groups were diverse who possessed a range of protected characteristics. The stakeholder groups were:</p> <ul style="list-style-type: none"> <li>• front line CBH staff and Housing Support Officers</li> <li>• members of CBH's Tenant Scrutiny Improvement Panel</li> <li>• CBC tenants from both general needs and sheltered schemes</li> <li>• leaseholders</li> </ul> <p>The consultation identified a number of comments, suggestions and feedback as summarised below:</p> <p><b>Improvements to grass areas:</b></p> <ul style="list-style-type: none"> <li>• the quality of the grass is sometimes poor</li> </ul> <p><b>Quality of service:</b></p> <ul style="list-style-type: none"> <li>• use of modern machinery - clumps of grass left when the grass is cut when it is raining affect the cleanliness of the block and increase cleaning and maintenance grass is not cut or strimmed around manhole/drain covers leaving a very unsightly mess afterwards</li> <li>• litter is not collected on grassed areas before the grass is cut.</li> <li>• the effects of mowing over or around dog fouling.</li> <li>• overhanging branches and new growth from trees require removal</li> <li>• poor leaf control can make it very dangerous for residents</li> <li>• some paths and car park areas are impassable because of overgrown shrubs and hedges.</li> <li>• weed control is not consistent</li> </ul> <p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• the weed control programme is not communicated</li> </ul>



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**If not, who do you have plans to consult with about the service / policy / project?**

Further consultation is planned during 2019 to understand CBC tenant and leaseholder views on the level of service offered and received and to capture specific areas for improvement at individual locations

### Step 3 - Assessing community impact

How does your service / policy / project impact on different groups in the community?

Group	What are you already doing to benefit this group	What are you doing that might disadvantage this group	What could you do differently to benefit this group	No impact on this group
People from black and minority ethnic groups				X
Gender				X
Gender Reassignment				X
Older people / children and young people	Sheltered schemes benefit from the collection of arisings from grass cutting and the collection of leaves			
People with disabilities and mental health challenges				X
Religion or belief				X
Lesbian, Gay and Bi-sexual people				X
Marriage and Civil Partnership				X
Pregnancy & Maternity				X
Other groups or communities				X

### Step 4 - what are the differences

<b>Are any groups affected in different ways to others as a result of the service / policy / project?</b>	At present, the service delivered at sheltered schemes uses a different process, as detailed above – and it is proposed that this will continue.
<b>Does your service / policy / project either directly or indirectly discriminate?</b>	No
<b>If yes, what can be done to improve this?</b>	N/a
<b>Are there any other ways in which the service / project can help support priority communities in Cheltenham?</b>	No

### Step 5 – taking things forward

<b>What are the key actions to be carried out and how will they be resourced and monitored?</b>	<p>The service will continue to be managed by CBH. Performance of both CBH and Ubico will be monitored through Strategic and Monthly meetings.</p> <p>The implementation of the changes to fulfil the obligations set out in the deed of variation will be programmed and monitored through the Strategic meetings. Colleagues will be consulted about the required level of service, as defined in the deed of variation.</p>
<b>Who will play a role in the decision-making process?</b>	Cabinet decision for approval
<b>What are your / the project's learning and development needs?</b>	None
<b>How will you capture these actions in your service / project planning?</b>	The Strategic meetings are diarised and will continue to manage the existing service and service improvements set out in the deed of variation. All relevant risks and actions have been identified by Ubico and CBH. The management structure will continue to ensure monitoring of the service provision.